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\*\* CONTINUING DATA \*\*\*\*\* *N/A B<sup>2</sup>*

\*\* FOREIGN APPLICATIONS \*\*\*\*\* *N/A B<sup>2</sup>*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\* SMALL ENTITY \*\*  
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35 USC 119 (a-d) conditions met  
☐ yes ☒ no ☐ Met after Allowance

Verified and Acknowledged  
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TITLE  
 Method and system for selecting a preferred contact center agent based on agent proficiency and performance and contact center state

☐ All Fees